

The Fulfen Practice



Issue Number 1 - July, 2010

FULFEN PRACTICE PATIENT PARTICIPATION GROUP

- **What is a PPG?**
- **Who are the members?**
- **What are its aims?**

What is a Patient Participation Group?

Given the size of the National Health Service there is a feeling that it may not always be fully aware of, or responsive to, individual patient's needs and concerns. In an attempt to address this issue the concept of Patient Participation Groups (PPG) within a doctor's practice was launched. The intention is that such groups will provide a link between the practice and its patients. Each PPG has links with the local Primary Care Trust (PCT) and through the PCT to the wider NHS. The purpose of the PPG is to provide a link between patients; the practice staff; and the wider health service. In this context the "wider health service" includes all NHS services such as dentistry and care for the elderly etc.



Who are the PPG members?

The Fulfen Practice PPG consists of 10 patients from the practice. They are volunteers who responded to an advertisement exhibited within surgery proposing the establishment of such a group. The group held its inaugural meeting in December 2009, and normally meets once each month.

What are the Aims of the PPG?

The Fulfen Practice PPG has set itself the following aims . . .

- Advising the practice on the patient perspective and helping to ensure that the services offered by the practice are designed to improve patient experience.
- Running health promotion events and promoting self-care so that patients can play as full a part as possible in understanding and looking after their own health.



Other PPG involvement in the near future.

Most patients will be aware that following a recent public consultation it is proposed to re-organise the provision of GP Services within the Burntwood area. The current plans for the Fulfen Practice envisage that it will be relocated from its current site to a location on the

site of the former Greenwood House, Staffordshire County Council Residential Home on Lichfield Road Burntwood. It is intended that the PPG will be involved in the input of the patient perspective in the determination of facilities to be provided in the new premises.

continued from page 1

- Raising awareness of the activities of the practice and other support that is available to patients, as well as relaying information back to the practice.
- Contributing to decisions related to issues such as new practice premises, and advising on the redesign of services from a patient perspective so that resources are used efficiently and effectively.
- Other support activities, including but not limited to, fund raising to improve the practice services by the procurement of additional equipment, research related to patient needs and perception, running volunteer services, organising support groups and the like.

What are patient expectations?

The group is reliant on input from patients. The objective of this first newsletter is to inform patients of the existence and role of the group and, to encourage patient input to enable the group to achieve its aims. The most effective way to communicate any views to the PPG would be by leaving a note for the group at the practice reception. It is also intended that PPG members will make themselves available in the surgery from time to time to speak directly to any patient willing to voice their views.

A Message from the Practice

We are delighted that, following a recent poster advertisement, patients have volunteered their time to join the group and help support and improve the practice. The practice has grown significantly over the last five years. We now have 4000 patients registered with us and a much bigger practice team. The next five years will bring many new challenges and opportunities. There are plans to relocate to new premises which we hope to see develop over the coming years. We hope that, through the group and its members, we will get ideas of how we can improve and shape these changes and our existing services to best suit our patients.

Please get involved in the group, the more people who support or contribute ideas to it the more successful it, and the practice will be.

Next Issue: PATIENT SURVEY RESULTS - APPOINTMENT BOOKING ADVICE